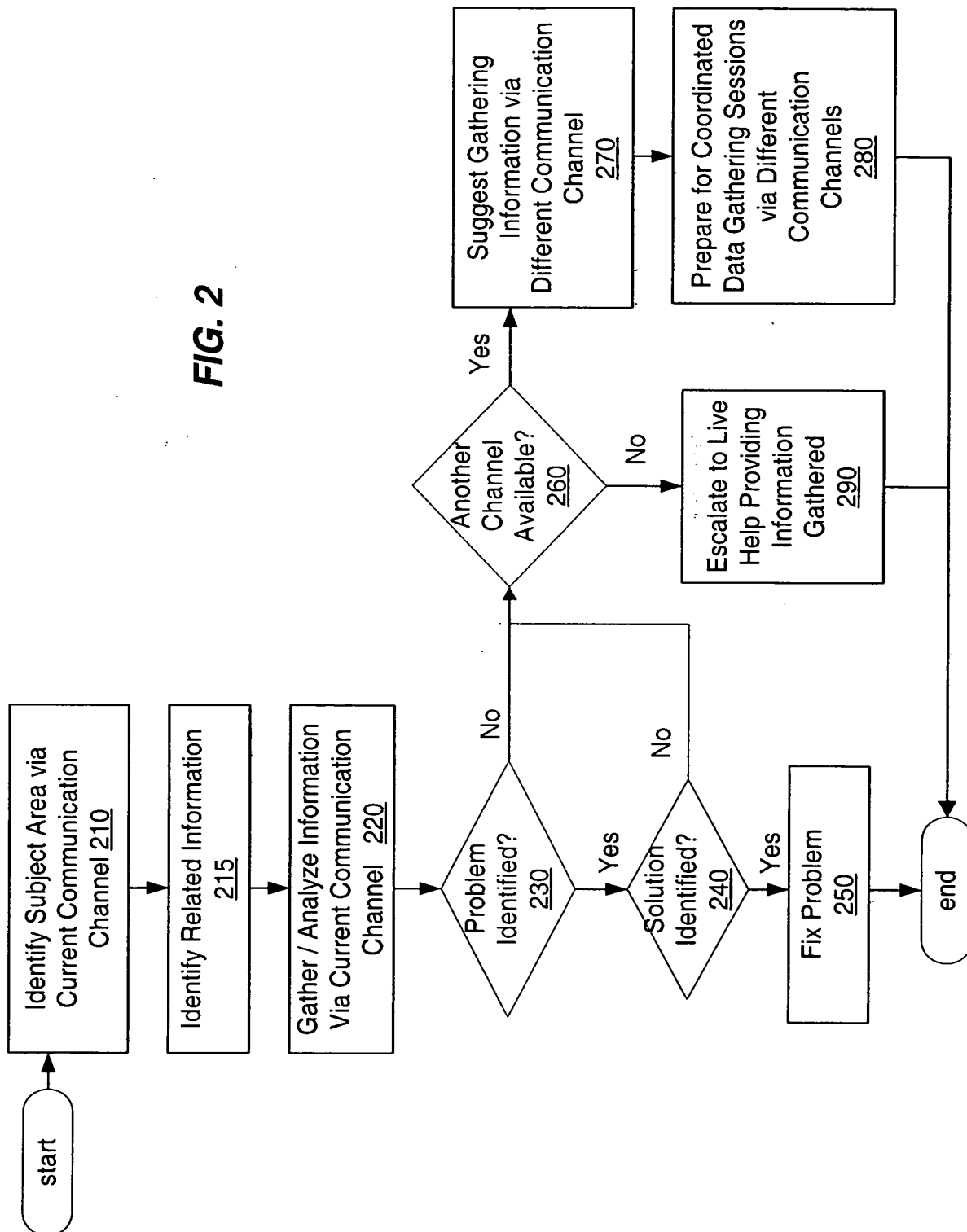


FIG. 2





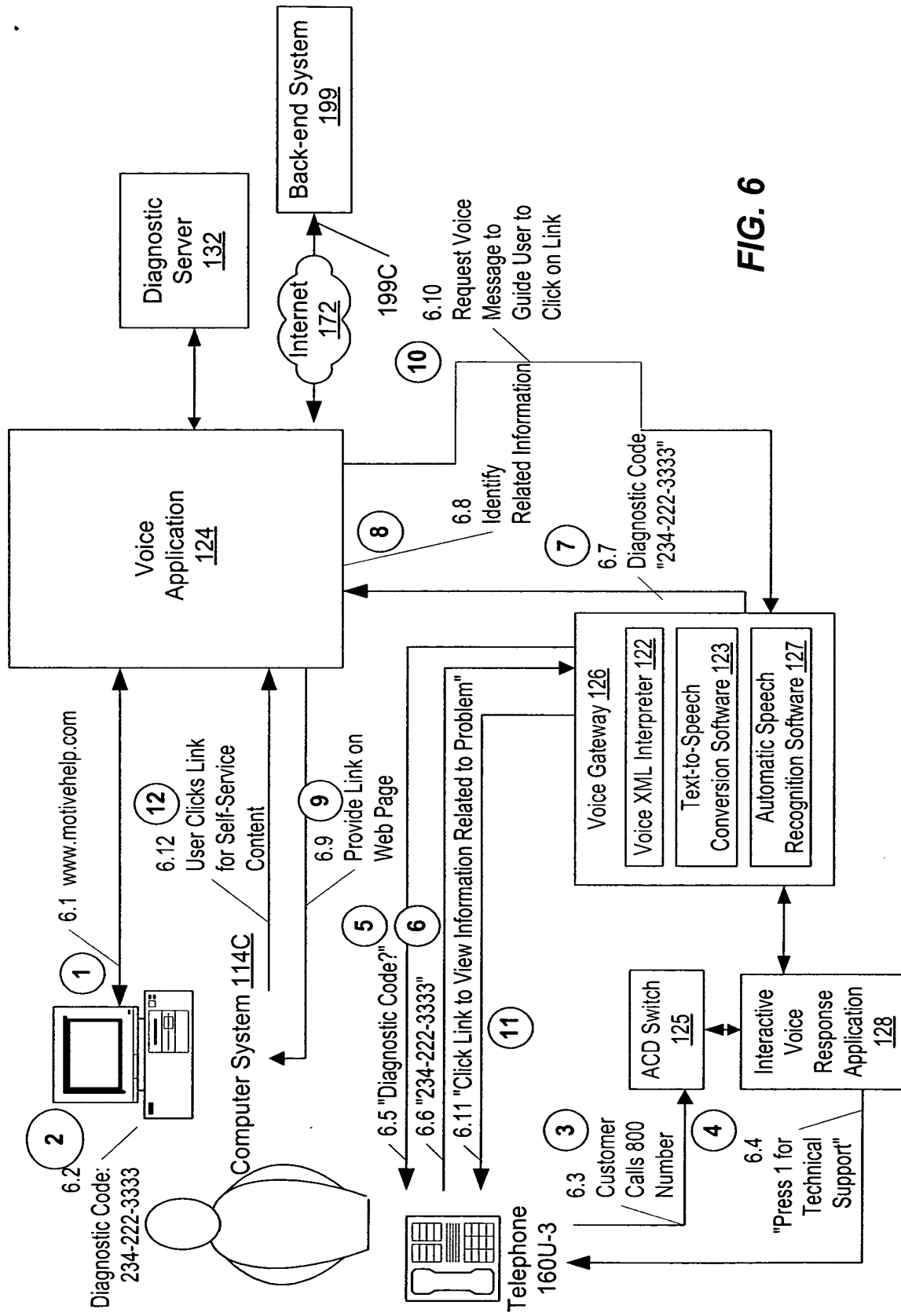
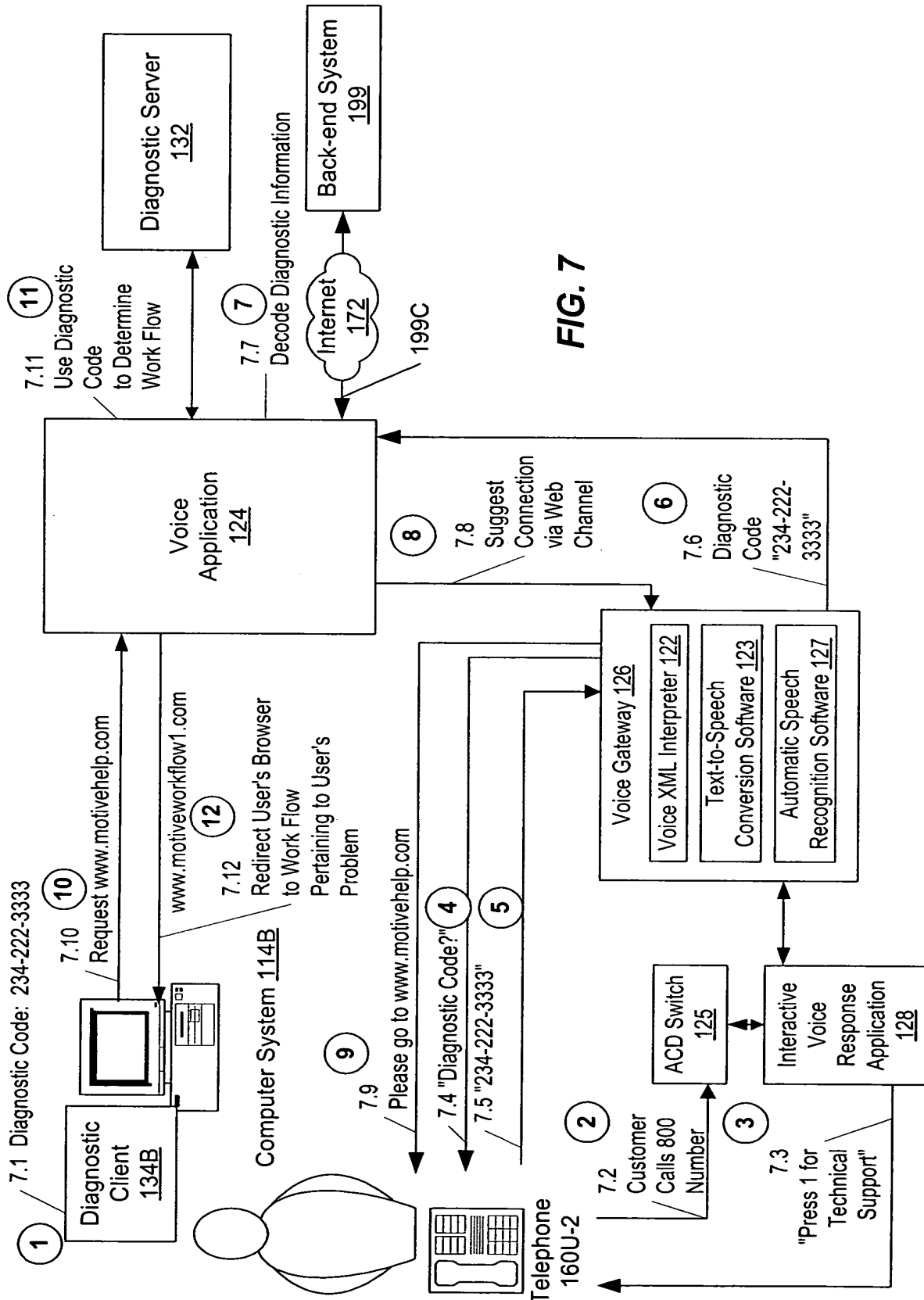


FIG. 6



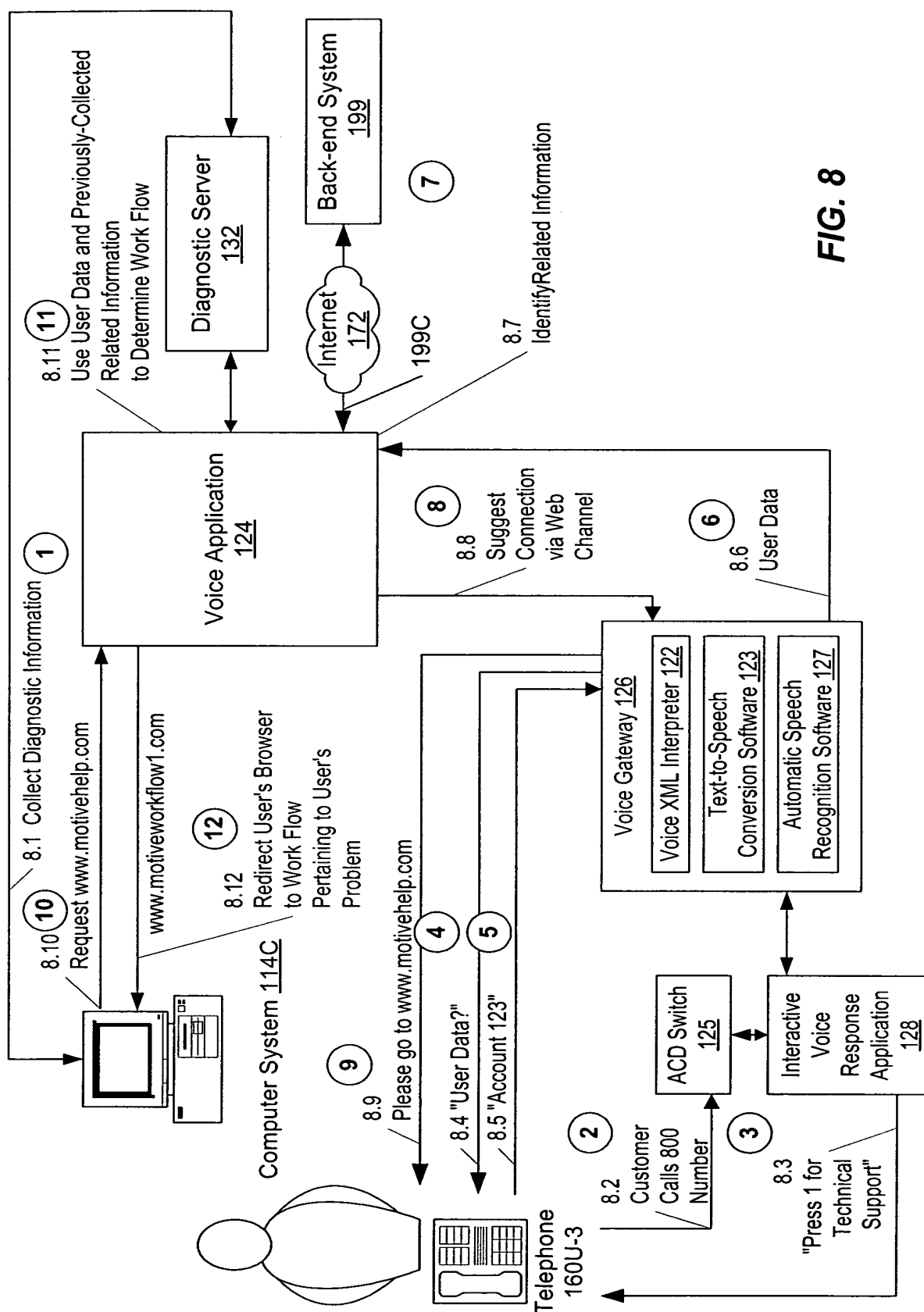


FIG. 8

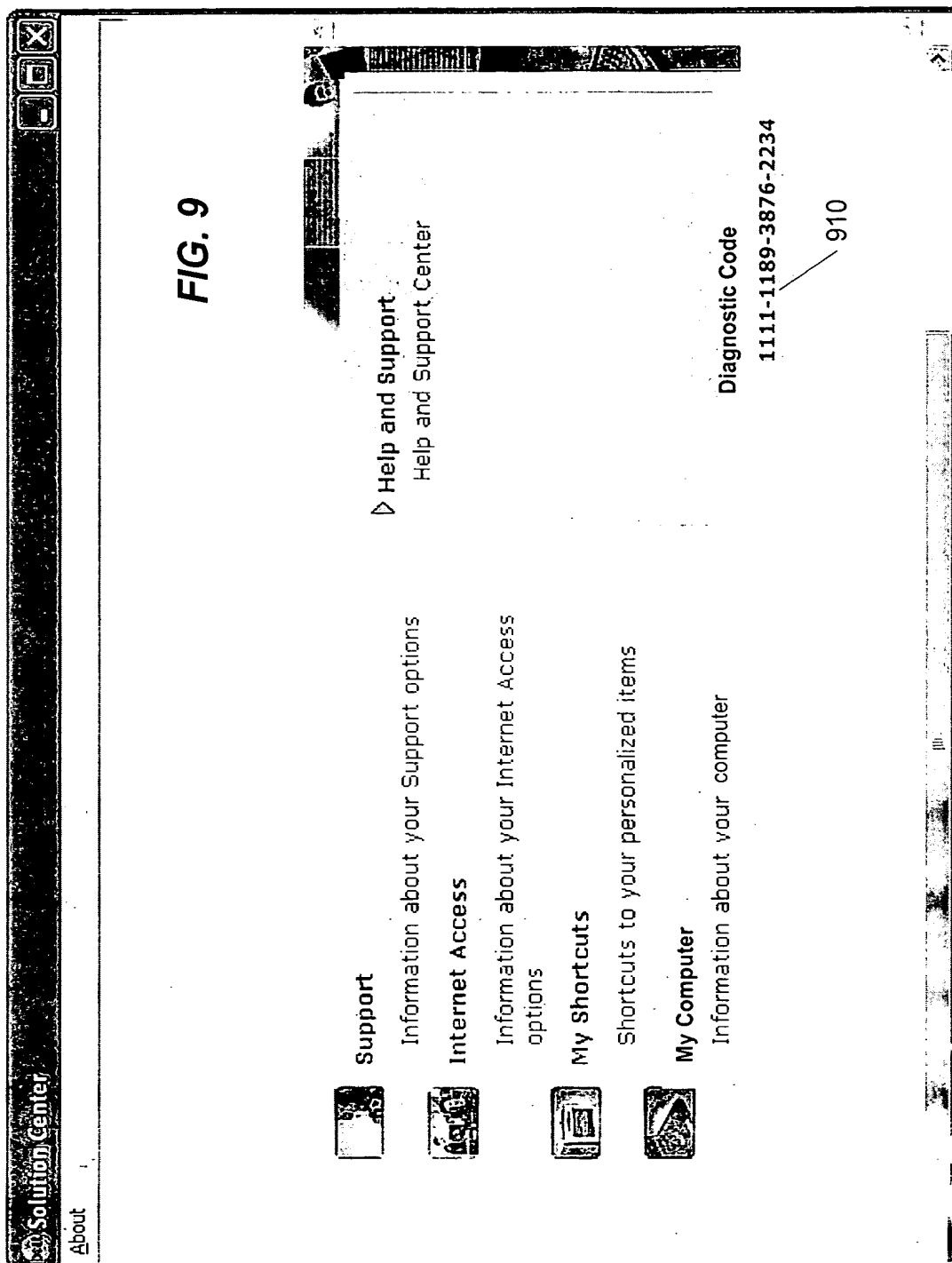


FIG. 10

Help and Support Center

Back • Index • Favorites • History • Support • Options • Solution Center

Help and Support Center

Windows XP Professional

Search

Search options

Add to Favorites • Change View • Print... • Locate in Contents

Search only User and system guides

User and system guides

- User's guide
- Device guides
- Software guides

See also

- Manufacturer information
- Windows Glossary
- Windows keyboard shortcuts overview
- Tools
- Go to a Windows newsgroup

Diagnostics Checklist — 1010

Name: _____ Date: _____

Address: _____ Phone number: _____

Service tag (bar code on the back of the computer): _____

Diagnostic Code
1111-2987-6754-6723 — 1020

Return Material Authorization Number (if provided by support technician): _____

Operating system and version: _____

Peripherals: _____

Expansion cards: _____

Are you connected to a network? yes ☐ no ☐

Network, version, and network card: _____

Programs and versions: _____

See your operating system documentation to determine the contents of the system's startup files.

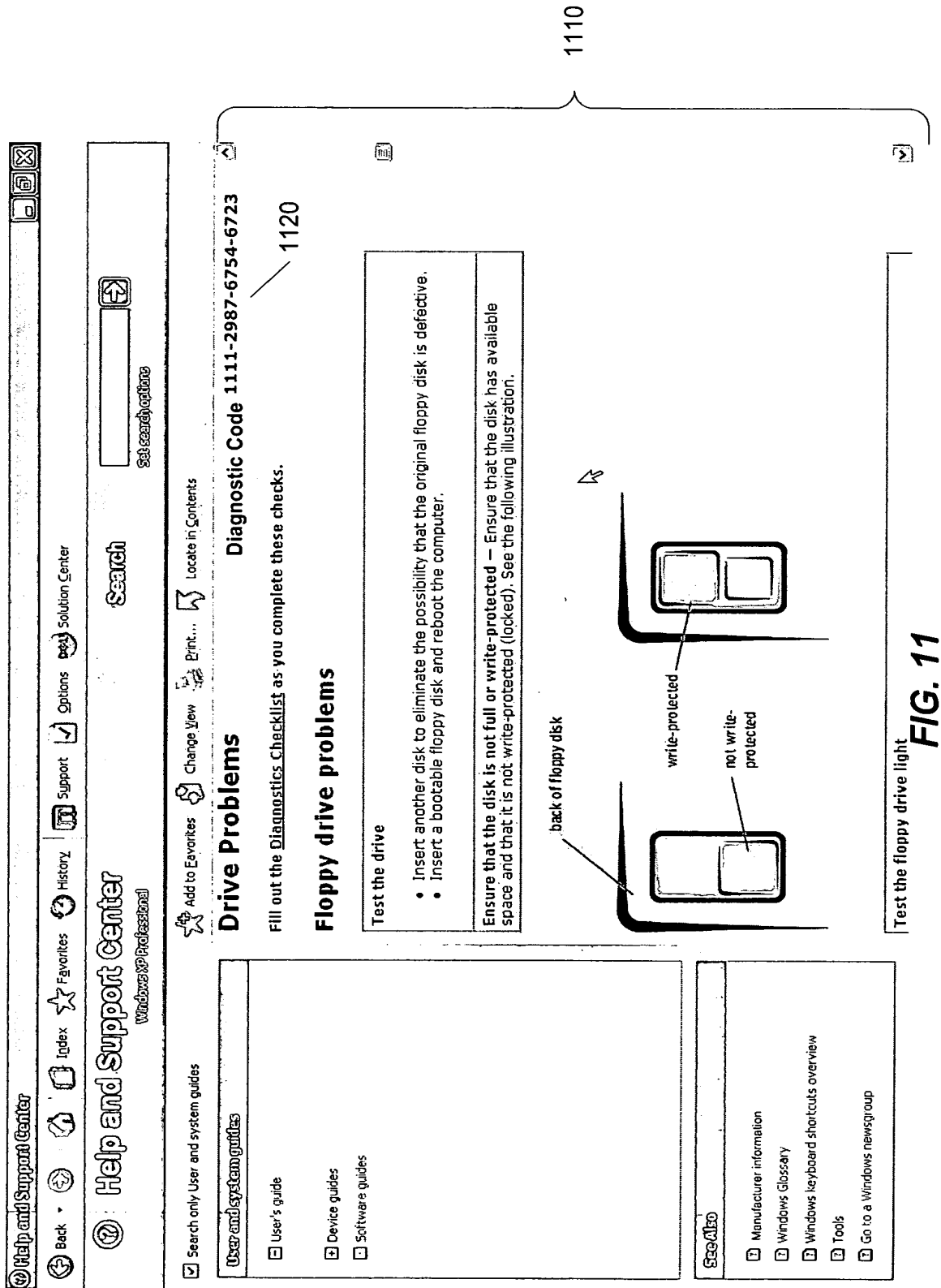


FIG. 11

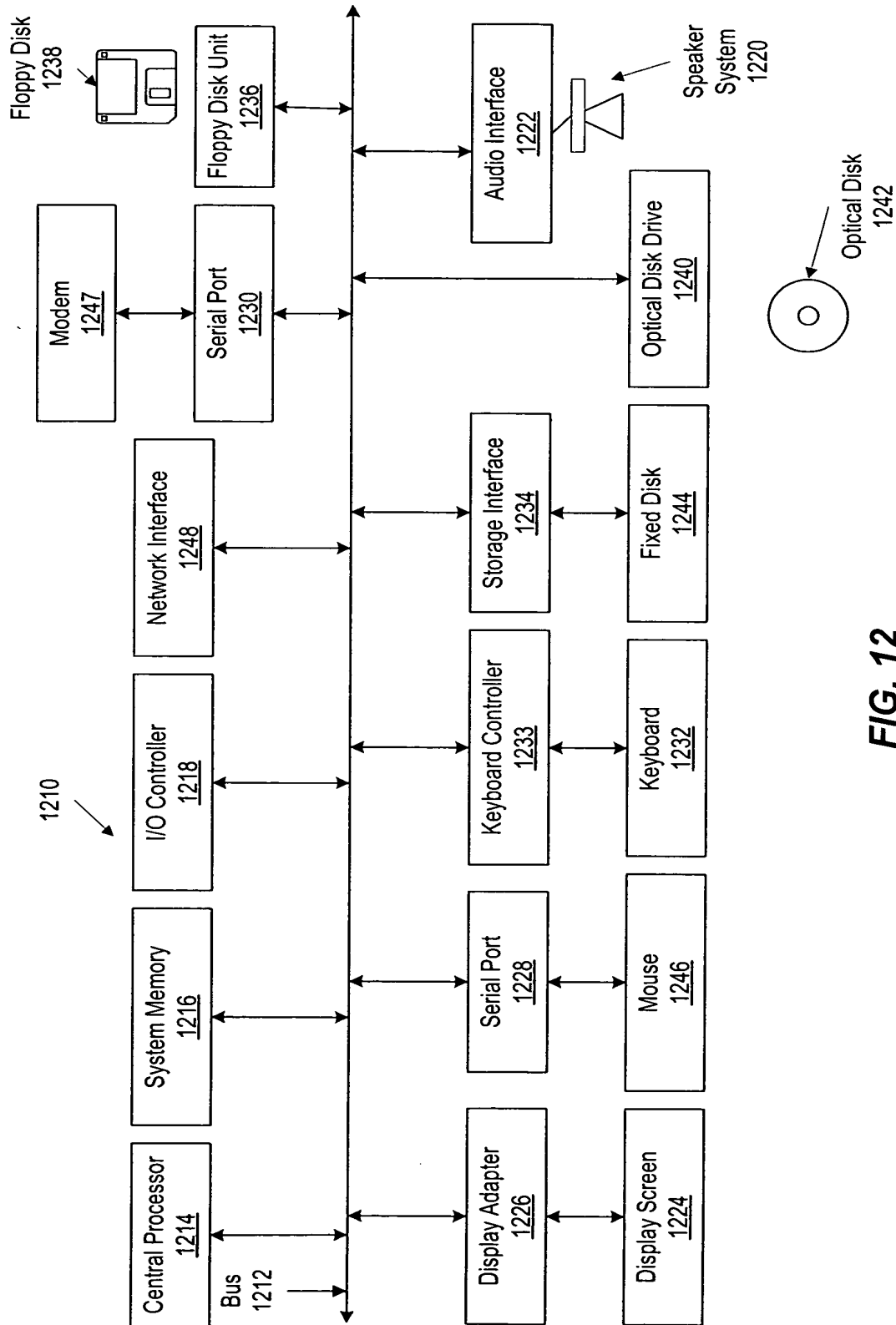


FIG. 12

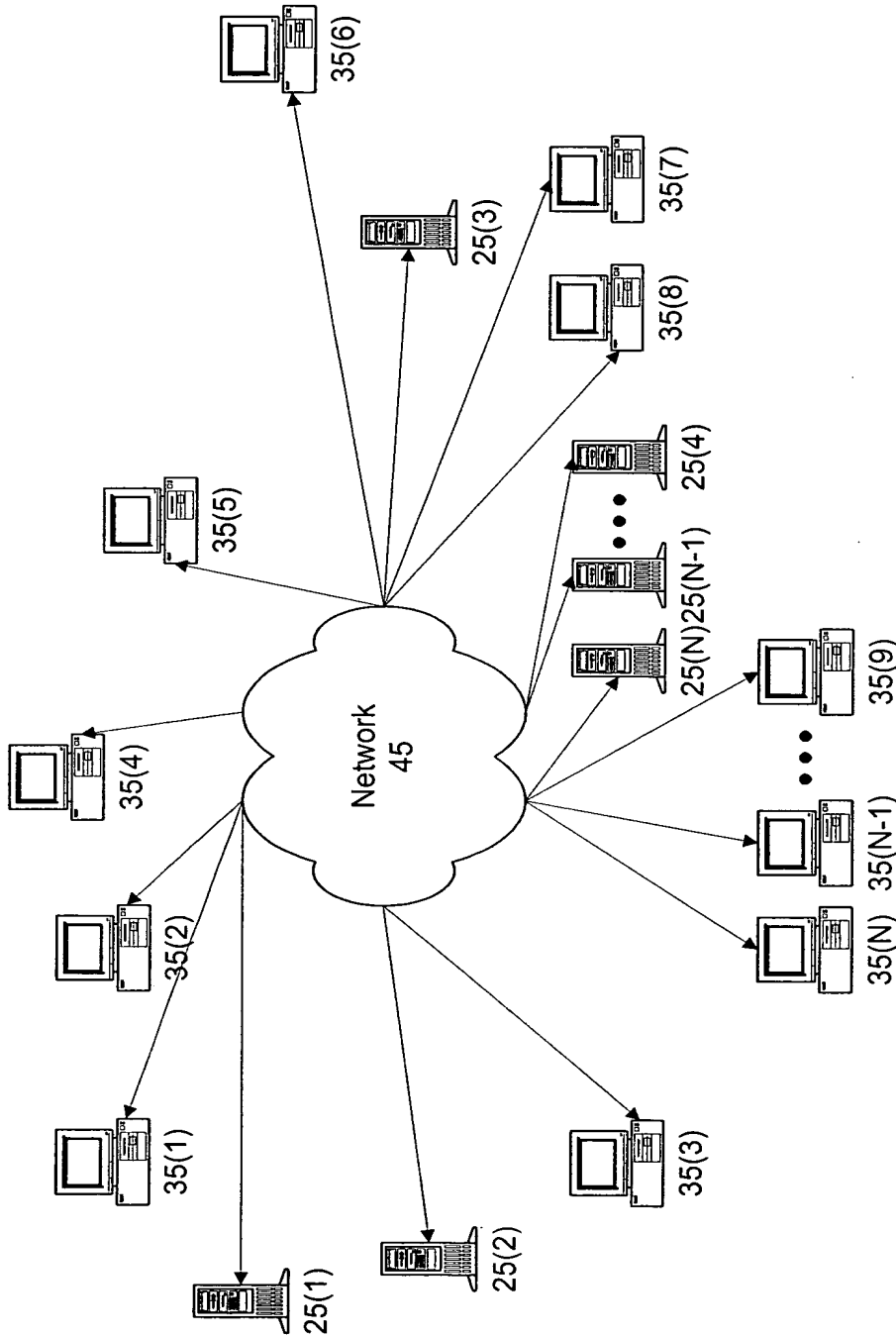


FIG. 13